

Mock Disaster Facilitator Script

Facilitator Guidelines

Allow time for discussion and coordinated problem-solving, but do be mindful of the time constraints so that the tabletop exercise can be completed in its entirety.

When one person is directly questioned, make sure the group either listens to those responses or later becomes involved in discussion of the issues raised. It is always acceptable (and often encouraged) for the entire group to discuss together the problems and alternative solutions. Try to be sure no one person dominates the responses in any given section, or throughout the entire exercise.

Facilitator questions are meant to stimulate discussion, keep the group moving in the right direction, and refocus them when they stray. **The bulleted *Facilitator* questions in bold font** are suggested questions to get the ball rolling, and intended to be read aloud by you. The *bulleted follow-up questions to guide discussion as needed in italicized font* are optional and do not need to be covered directly – ask them only if necessary, such as when the group is not thinking along the right lines, or in a logical manner, or takes too much time following a tangential issue. You can also refer to the Assessment Report checklist for more ideas to guide discussion, too. Anything that is *[bracketed and in italicized font]* are Facilitator instructions or information intended to guide you, and not to be read aloud.

Please refer to the Introduction for other general comments about this exercise.

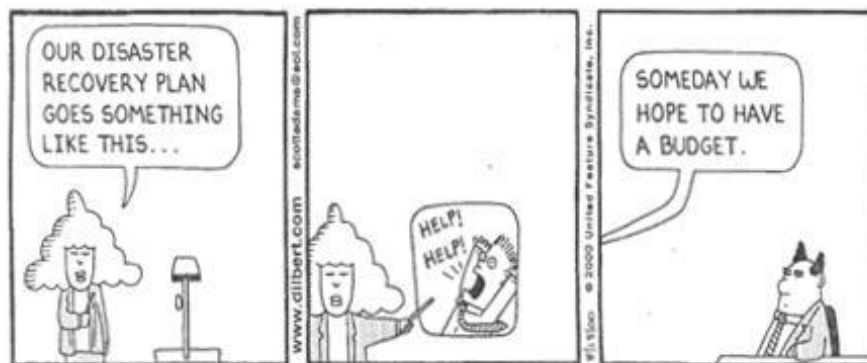
Observer Guidelines

Your primary role is to observe the participants while the Facilitator is busy guiding the discussion. And if things get out of hand, or the Facilitator loses place in the process, please feel free to gently prompt the Facilitator as needed. In other words, you are here to support the Facilitator.

There is a separate open-ended response questionnaire that you will be using to evaluate this exercise, too, so it might be helpful to review it beforehand, or even make an extra copy to take notes throughout the process. You might also want to make a copy of the Assessment Report checklist and use this while observing, in case the Facilitator might need reminders of exactly what was said and done after it is all over.

Please refer to the Introduction for other general comments about this exercise.

Dilbert by Scott Adams



Mock Disaster Scenario 1

Introduction

15 minutes [1:30-1:45pm]

An emergency that spins out of control can rapidly become a disaster if immediate action is not taken to protect staff, patrons, and collections. This tabletop exercise provides an opportunity to see how well your disaster plan works in the event of a mock emergency scenario. The entire exercise will take approximately three hours with a break in the middle.

The first half of the exercise will be spent talking through the scenario, which is divided into 5 stages allotted 15 minutes each for discussion and rapid decision-making. Then after a short break, we will regroup for a debriefing on what happened during the mock scenario to identify what worked – and what did not. Participants are also requested to take away short questionnaires which allow more time for thoughtful individual reflection and feedback on the entire process. As your forms are completed, please give them to the Facilitator or Observer at your organization, who will be assembling the entire set of report forms for your own review, and also sending a copy of everything to Betty Lyn Parker at the Kentucky Historical Society, either via fax at (502) 564-4701, e-mail at bettyl.parker@ky.gov, or snail mail to her attention at 100 West Broadway, Frankfort, KY 40601.

- **Facilitator: A few ground rules before we start ...**
 - **Accept the facts as stated in the scenario**
 - **Everyone has an equal right to contribute**
 - **Silence is agreement**
 - **Practice “60 second” (quick and effective) solutions**
 - **Limit outside interruptions**
 - **And, as always, Murphy rules!**

Remember that your general objectives for this tabletop exercise are an immediate first response, quick initial assessments, and timely planning decisions that should be considered before actually beginning to salvage your damaged collections.

Stage I – Sunday morning, 3am

15 minutes [1:45-2:00pm]

In the second floor mechanical room, the temperature pressure relief valve on a hot water heater malfunctioned, causing a dangerous increase in steam pressure that led to a rupture of the hot water tank. The resulting explosion damaged floor drains and water is flooding nearby areas, seeping down the walls to the first floor directly below, and weakening acoustical tile ceilings there.

- **Facilitator: [pointing to any participant] YOU are the first to have been called at home:**
 - *[To that person]* **What happened? Is it still happening?**
 - **Do you know who to call? What to say? Who to call next?**
 - **Do you know which staff people to call? What first actions to take until help arrives?**
 - **Do you have a “pocket disaster plan” in your car with this info?**
- **Facilitator: follow-up questions to guide discussion, as needed**
 - *[To that person]* Do emergency first responders need to be called? Do you have their contact info?
 - Were any staff people you needed to call unavailable? If so, did you know substitutes to call?
 - *[To everyone]* Did everyone called have a “pocket disaster plan” in his/her car?
 - Is there a backup crisis communication plan if phones are out?

Stage II – Sunday morning, 4am 15 minutes [2:00-2:15pm]

Staff has been arriving at the scene to help. There is standing water on both floors of the building. It is unclear yet whether electrical wiring has been compromised.

- **Facilitator:** **What staff is now in the building?** *[Let everyone identify themselves and their job titles]*
 - *[To everyone]* **Nobody else is here but us at this table. Can you handle the immediate situation?**
 - **Who is in charge of the overall recovery efforts?**
 - *[To person now in charge]* **Do you know what first actions to take?**
 - **Where is your disaster plan?**
- **Facilitator:** *follow-up questions to guide discussion, as needed*
 - *[To person in charge]* Is the water still running?
 - Who is responsible for shutting off the water? *[To that person]* Where is the shut-off valve?
 - Who is responsible for turning off the power? *[To that person]* Where is the electrical panel?
 - What safety hazards are present? Where? *[Hazardous chemicals, ammunition, nitrate film, etc.]*
 - Where are current building plans showing emergency equipment/supplies locations?
 - Are any water-damaged locations in secure areas? Who has master keys?
 - Are critical files and equipment mapped on current floor plans? Are there offsite backups?
 - Do recovery priorities and disaster response procedures need to be quickly reviewed?

Stage III – Sunday morning, 5am 15 minutes [2: 15-2:30pm]

The deluge is still seeping down walls to the first floor, and acoustical ceiling tiles are becoming soaked to the point of crumbling apart. Several exhibition spaces, collections storage, and related work areas are at imminent risk.

- **Facilitator:** **Who is responsible for determining what collections/exhibitions have been damaged?**
 - *[To that person(s)]* **What needs immediate attention?**
 - **How will you make a quick estimate of the extent and severity of the damage?**
 - **What needs to be done next?**
- **Facilitator:** *follow-up questions to guide discussion, as needed*
 - *[To that person(s)]* Are priority collections clearly mapped on current floor plans?
 - Do you know where all loans are located? Do they need immediate protection?
 - Can you tell how long collections have been exposed to the water and how wet things are?
 - How will you document the damage before moving anything? *[Photographs, video, etc.]*
 - How will you track and record the locations of everything that may be moved?
 - How will you identify items that have lost their labels?
 - Are there enough immediate disaster response supplies on hand?
 - Is enough plastic sheeting available to protect collections from continually dripping water?
 - Is there a clean, dry, secure location with good air circulation for a temporary in-house staging area?
 - Are enough tables available there? Or do you need more space offsite for air-drying?
 - When the power returns, will you have enough dehumidifiers and fans?
 - Will some water-damaged collections need offsite refrigeration facilities?
 - Do you have contact lists of local/regional supplies/suppliers?
 - Do you have contact lists of specialized outside resources, services, and professional consultants?
 - Do you know what emergency actions can be taken without jeopardizing insurance coverage?
 - *[To person in charge]* Who is responsible for filing an insurance claim?
 - Who has the authority to approve emergency expenditures?

Stage IV – Sunday afternoon, 2pm 15 minutes [2:30-2:45pm]

With the HVAC off and water everywhere, temperature and humidity levels throughout the building begin fluctuating out of acceptable ranges even for collections housed outside of the water damaged areas. Due to computer twittering, rumors of a disaster at your organization quickly begin circulating and inquiries start pouring in (just like the water!) via telephone and e-mail, including local media outlets looking for a news story. Volunteers also begin phoning in to offer help.

- **Facilitator: Can the environmental conditions be stabilized before power returns?**
 - How can further damage be minimized until power is restored?
 - Who is handling the media?
 - What issues are involved with allowing volunteers to help out? *[Safety, security, training, etc.]*

Stage V – Monday afternoon, 3pm 15 minutes [2:45-3:00pm]

The water has been cleaned up and press releases have been sent out to the media. Rapid response assessment of collections damage was nearly complete Sunday evening, and many tired workers were sent home to rest. Water was still seeping down to its lowest ground level during the night, however, and the hard work in the aftermath of a disaster has just begun ...

- **Facilitator: Was precautionary damage protection taken in the basement Sunday afternoon?**
 - Can your organization resume normal operations yet?
 - What impact will the cleanup costs have on existing budget resources?
 - How will future exhibitions and other planned events be affected?

Break 15 minutes [3:00-3:15pm]

Debriefing – Part 1 15 minutes [3:15-3:30pm]

First, we will take a few minutes for you to go through the self-evaluation checklist as a group. (The Facilitator and Observer will use this same checklist as part of their report back to you.) Each individual participant also will take away a short questionnaire for more open-ended responses, to be returned later so you will have more time to give thoughtful reflection and feedback on the entire process.

Debriefing – Part 2 60 minutes [3:30-4:30pm]

Finally, to wrap up this tabletop exercise, there are a few more questions to discuss.

- **Facilitator: Where are the weaknesses in your disaster plan?**
 - What are the resource gaps?
 - How could communication, organization, and coordination be improved?
 - How can roles and responsibilities be clarified further?
 - Did this exercise help improve confidence in your own individual performance and competence?
 - Can a more cohesive emergency management team be developed?
 - What would you suggest to revise and update your current disaster plan?

Thanks so much for your time and participation today!